

## **PAYMENT POLICY STATEMENT**

Ludlow Pediatrics, Inc.  
77 Winsor Street Suite 103  
Ludlow, MA 01056  
(413) 589-9494

The following information is provided to avoid any misunderstanding or disagreement concerning payment for professional services at our office.

- Prompt payment allows us to control costs. Outstanding accounts cost both of us time and money; therefore, all patients will be required to establish financial arrangements for payment of their account.
- All patient accounts are due and payable within 30 days of services rendered. As a courtesy, our practice will establish a reasonable monthly/weekly payment plan to accommodate your needs. All new patients will be required to remit full payment to establish an account at our office.
- Your insurance coverage is an agreement between you and your insurer. It is your responsibility to remit payment for charges not covered by your claim and insure your carrier remits payment for services rendered. If a problem occurs with your claim, you will be required to establish written financial arrangements with our practice until your insurance problem is resolved.
- Each month you will receive a monthly statement for services, which is due and payable within 30 days. If your payment is late or if you have not previously made financial arrangements, we will try to contact you by telephone or mail a reminder notice indicating there is a problem with your account. If you are experiencing a set of circumstances out of your control, please call our practice and we will be happy to make special arrangements.
- All patients refusing to remit payment after 61 days of notice, without pending insurance or financial arrangements with us, will force us to limit their future credit until the previous balance is paid in full or written financial arrangements are accomplished. All patients will be required to sign a written agreement with our practice to alleviate any current delinquency. Please notify us immediately if a mistake appears on your statements.

Our practice firmly believes that a good doctor/patient relationship is based upon understanding and open communication. We have instructed our staff to make every effort available to you to clarify any misunderstanding you have concerning your balance. We hope to possibly avoid any disagreement over payment for professional services. If you have any questions concerning our policy or need assistance please contact us immediately.